

Claims

[c1] 1. A system for rating craftsmanship of vehicles, comprising:
a computer for receiving customer data relating to craftsmanship for a vehicle, building a component/system database from the collected customer data, rating the vehicle for craftsmanship based on component/system database to obtain an actual rating, setting a target rating for the vehicle based on the actual rating, identifying craftsmanship issues that resolve a gap from the actual rating to the target rating, and determining whether the identified craftsmanship issues will resolve the gap from the actual rating to the target rating.

[c2] 2. A system as set forth in claim 1 including an implementation plan for the craftsmanship issues stored in said computer.

[c3] 3. A system as set forth in claim 1 including a manufacturer tracking system communicating with said computer for loading the craftsmanship issues therein.

[c4] 4. A system as set forth in claim 1 including means for investigating and analyzing the craftsmanship issues by a supplier and vehicle manufacturer.

[c5] 5. A system as set forth in claim 1 including means for determining whether corrective action for the craftsmanship issues is feasible.

[c6] 6. A system as set forth in claim 5 including means for determining concurrence by the vehicle manufacturer if the corrective action is not feasible.

[c7] 7. A system as set forth in claim 5 including means for implementing the corrective action if the corrective action is feasible.

[c8] 8. A system as set forth in claim 1 including means for picking another craftsmanship issue if the gap from the actual rating to the target rating is not resolved.

[c9] 9. A system as set forth in claim 1 including a database of ratings stored in

said computer.

[c10] 10. A system as set forth in claim 1 including a worksheet analysis to identify issues that resolve the gap to the target stored in the computer.

[c11] 11. A computer method of craftsmanship rating of vehicles, said method comprising the steps of:
collecting customer data relating to craftsmanship for a vehicle;
building a component/system database from the collected customer data;
rating the vehicle for craftsmanship based on component/system database to obtain an actual rating;
setting a target rating for the vehicle based on the actual rating;
identifying craftsmanship issues that resolve a gap from the actual rating to the target rating; and
determining whether the identified craftsmanship issues will resolve the gap from the actual rating to the target rating.

[c12] 12. A computer method as set forth in claim 11 including the step of identifying an implementation plan for the craftsmanship issues.

[c13] 13. A computer method as set forth in claim 11 including the step of loading the craftsmanship issues into a manufacturer tracking system.

[c14] 14. A computer method as set forth in claim 11 including the step of investigating and analyzing the craftsmanship issues by a supplier and vehicle manufacturer.

[c15] 15. A computer method as set forth in claim 11 including the step of determining whether corrective action for the craftsmanship issue is feasible.

[c16] 16. A computer method as set forth in claim 15 including the step of determining concurrence by the vehicle manufacturer if the corrective action is not feasible.

[c17] 17. A computer method as set forth in claim 15 implementing corrective action if the corrective action is feasible.

- [c18] 18. A computer method as set forth in claim 11 including the step of picking another craftsmanship issue if the gap from the actual rating to the target rating is not resolved.
- [c19] 19. A computer method as set forth in claim 11 including the step of building a database of craftsmanship ratings.
- [c20] 20. A computer method as set forth in claim 11 including the step of using a worksheet analysis to identify issues that resolve the gap from the actual rating to the target rating.